

## ISO TRANSITION RETAINS SALES, SAVES JOBS

**ABOUT REF AUTOMATION LTD.** REF Automation Ltd. is a full-service machining company based in Greenville, Alabama, that specializes in non-ferrous metals. While the company targets several industry segments, REF is most active in the automotive space. With over 50 highly trained and dedicated associates, the company generates just over \$6.9 million in annual revenue.

**THE CHALLENGE.** To say that competition is fierce within the machining market segment is an understatement. Even with REF's cutting-edge, high-volume output capabilities, there is always another market participant searching for avenues to infiltrate the company's customer base. This market condition made it imperative for REF to transition to the ISO 9001:2015 standard in order to remain competitive and grow.

**MEP CENTER'S ROLE.** REF contacted Alabama Technology Network (ATN), part of the MEP National Network™, for assistance in implementing the ISO transition effort. The company had a positive relationship with ATN since engaging with them in an energy assessment four years prior. One of ATN's Quality Management System (QMS) experts conducted a gap analysis of REF's existing ISO system and mapped out a process for transition to the new standard. With ATN's assistance, REF successfully implemented the new QMS and obtained certification in ISO 9001:2015.

ATN provided training in workforce practices to REF staff to bring the entire organization on board with the new system. REF retained approximately \$2 million in sales, positioning the company to retain seven jobs. In a small community such as Greenville, saving seven jobs is meaningful, as a loss of seven jobs could have easily become a news headline that no one wanted to see! In addition, the ISO certification opened opportunities in new markets for REF to support the company's future growth.

"This is the most thorough audit that the guys have ever been through.  
Very helpful!"

-John Jernigan, REF Alabama Manager of Sales

## RESULTS



\$2,000,000 in retained sales



7 retained jobs



\$32,500 investment in  
workforce practices

## CONTACT US



135 South Union Street  
Suite 441  
Montgomery, AL 36104



(334)293-4673



[www.atn.org](http://www.atn.org)

